Health records and confidentiality

What are health records?

Health records are the details of appointments, and care and treatment received at any of our services. Doctors, nurses, therapists and other health professionals record this information to make sure that you receive the best possible care. Some health records are kept in folders (eg notes, letters and forms), others are kept on secure computer systems.

How do we use your records?

Your health record is used by healthcare professionals to plan your care and treatment. Information held in your record will only be shared with staff in other organisations if they are directly involved with your care and treatment.

What information is collected?

Records may include the following information:

Basic details about you, such as your name, address and date of birth.
Contact we have had with you, e. g. clinic visits, therapy.
Notes and reports about assessments, treatment and care provided.
Results of tests and investigations.
Letters relating to your care, e. g. letters to your GP, Social Services.
Information from other professionals involved in your care or from relatives or other people who care for you.

Making sure that your information is up-to-date

Always make sure that you tell us when your information changes, such as your address, GP, telephone number, next of kin/emergency contact details.

Confidentiality

Your health record is kept confidential at all times and is only shared with staff so that they can do their job effectively. All Trust staff are bound by strict professional and contractual codes of confidentiality.

What to do if you have a question about your information

If you have a question about your information you can discuss this with the person providing your care.

We have produced a leaflet called Your Information' which explains more fully how we use your information.

Download the Your Information leaflet (Opens in a new window)
Download the Trust Health Records Policy and Guidance (Opens in a new window)
Download the NHS Care Records Guarantee (Opens in a new window)

How to apply to see your health records

The Data Protection Act 1998 gives you or your representative, with your consent, the right to apply to see your health records. In some exceptional circumstances, your right to see some details in your own health records may be limited in your own interests or for other reasons.

You do not need to give a reason for wanting to see your health records and we are required to respond within 40 working days.

You or your representative may be charged to view your health records or to be provided with a copy of them. When you apply, any charges will be explained to you.

You can ask to see your health records through your local service or care co-ordinator or you can apply to see your records (or those of someone you represent) directly to the following sites:

Records held at Ealing, Hammersmith & Fulham, Hounslow and West London Forensic:

Email: kevin. towers@wlmht. nhs. uk
Fax: 020 8354 8133

Patient Services Manager
Trust Headquarters
West London Mental Health NHS Trust
Uxbridge Road
Southall
UB1 3EU

Records held at Broadmoor Hospital:

Email: sheena. ebsworth@wlmht. nhs. uk
Fax: 01344 75 4625

Health Records
Broadmoor Hospital
Crowthorne
Berkshire
RG45 7EG